



Kaviraj Jeetun

La Croise, Laventure, Mauritius

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Personal Details

Age: 44 Years old

Marital Status: Married

Driving Licenses: Private car (Clean)

Languages spoken & written: English & French

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Professional Experience

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| October 2014 – TO DATE | Visiotouch Co. Ltd |
| Chief Technology Officer (Managing Partner) | ICT Sector |
| <p>Heading the technical department of Visiotouch, my responsibilities was to establishing the company's technical vision and lead all aspects of technological development, according to its strategic direction and growth objectives.</p> <p>Main Duties:</p> <ul style="list-style-type: none">• Creating overall technology standards, policies & practices and ensuring adherence• Leading the strategy for technology platforms, partnerships and external relationships• Building and managing the technology team• Overseeing research and development as well as special projects• Making recommendations to senior management through presentations and advocacy• Managing data systems implementation and monitoring their effectiveness in meeting business goals• Supervising software testing, and information systems security and maintenance• Managing staff in functional areas such as LAN/WAN architecture, systems operations, and hardware and software support <p>Achievements:</p> <ul style="list-style-type: none">• Deployment and SLA for 80 interactive advertising kiosks with Cloud base CMS for customers like: Bagatelle Mall, Phoenix Mall, La Croisette, Winner's supermarket, Total Filling Station and Engen (Project cost: Rs40 Millions)• Deployment of IOT Smart Home Automation for 75 villas at Azuri Village (Project cost: Rs12 Millions) | |
| October 2014 – June 2015 | Consultancy Services |
| IT Consultant | ICT Sector |
| <p>Providing strategic guidance to clients with regards to technology, IT infrastructures and enabling major business processes through enhancements to IT. Working in partnership with clients, advising them how to use information technology in order to meet their business objectives. Work to improve the structure and efficiency of IT systems. Provide guidance during selection and procurement as well as providing highly expert technical assistance, and responsible for user training.</p> <p>Achievements:</p> <ul style="list-style-type: none">• Worked on two simultaneous projects for The Residence Hotel:<ul style="list-style-type: none">○ WiFi coverage and Internet billing including cabling for 163 rooms (Project cost: Rs 4.4 Millions)○ IT Infra deployment with full Business Continuity Plan including back office cabling and switching (Project cost: Rs 3.4 Millions)○ IPTV, IPPABX and IPCCTV | |

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| September 2013 – September 2014 | Crystals Beach Resort & Spa |
| Information Technology Manager | Hospitality |
| <p>Responsible for providing a high level of operational availability and stability for property based technology. The role also entails providing a high level of IT support services to guests and staff as well as 24-hour coverage for the computer systems, either on site or remotely, depending on business needs.</p> <p>Main Duties:</p> <ul style="list-style-type: none"> • Develop and implement policies and procedures for electronic data processing and computer systems operations and development • Meet with managers to discuss system requirements, specifications, costs and timelines • Hire and manage information systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems • Control the computer systems budgets and expenditures <p>Achievements during my stay at Crystals Beach Resort & Spa:</p> <ul style="list-style-type: none"> • Procurement and deployment of IPTV system, • Procurement and deployment of High Speed Internet Access and WiFi coverage, • Redeployment of IP Phone throughout the resort | |
| March 2013 – July 2013 | Apavou Hotels |
| Director of Information Technology | Hospitality |
| <p>Responsible for the IT operational management of the cluster with a total of 764 rooms divided into four individual hotels. Oversee the development, implementation, and use of technology throughout the hotels, working closely with advocacy staff to assess and address user and law practice needs.</p> <p>Main Duties:</p> <ul style="list-style-type: none"> • Provide leadership, vision, and management to the ITS department • Manage IT staff, including hiring, training, evaluation, guidance, discipline and discharge • Manage the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, desktops, POS, operating systems, telephones, software applications, and peripherals • Negotiate and administer vendor, outsourcer, and consultant contracts and service agreements. • Manage financial aspects of the IT Division, including purchasing, budgeting, and budget review. | |
| May 2011 – February 2013 | InterContinental Mauritius Resort |
| Information Technology Manager | Hospitality |
| <p>Managing and providing hardware and software maintenance, training and consultation, and recommendations about future planning and development of resources. Providing these services in an effective and efficient manner ensures maximum access to and implementation of technology services and resources.</p> <p>Main Duties:</p> <ul style="list-style-type: none"> • Manage the park of desktops, servers and networking equipment • Ensure that all systems are covered by the proper maintenance contracts and that preventive maintenance is performed as required to keep system uptime to 99.99% • Provide a monthly written progress report to the General Manager <p>Achievements during my stay at Intercontinental Mauritius:</p> <ul style="list-style-type: none"> • Design and implemented new backup system and procedures • Solve IPTV freezing issue which existed since hotel opening • Recruited and trained two IT Officers, according to IHG standards | |

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| October 2009 to May 2011 IT Helpdesk Manager | Mauritius Post and Cooperative Bank (Now Maubank) Banking |
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As Helpdesk Manager, I was the level 2 support for addressing all complicated support issues which created trust in my team and helped me develop and lead the team of help desk professionals to address all technical requirements of workers, professionals and staff members using IT in the bank. On the other hand, working in close conjunction with IT top management, I had to motivate the team to adhere to IT best practices and deliver outstanding customer service and satisfaction to employees across locations.

Main Duties:

- Addresses complicated support issues that are escalated to him by his team members
- Develop metrics and templates to evaluate technical support issue response times and solution solving skills of his team.
- Negotiate with IT vendors for better rates and competitive service level agreements (SLA).
- Help in the preparation of department budgets and business plans and also plans for hiring new recruits and purchasing new systems, hardware and other IT supplies.

Achievements during my stay at MPCB:

- Relocation of Data Centre, Backup site and IT office
- Opening of three new bank outlets
- Implementation of helpdesk system, whereby all IT assistance calls were logged and monthly report generated for IT meeting
- Renewing all networking equipments (60 Cisco switches, 10 Routers and 6 firewalls)

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| November 2007 to September 2009 Assistant Director of IT | Four Seasons Resort Mauritius at Anahita Hospitality |
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Recruited as Assistant Director of IT, I was the person responsible for system implementation and deployment since the IT Director was due to join the company in three months' time. Taking the lead of the IT department with the remote assistance of the regional Director of IT and the in house IT Officer, we completed the system implementation in due time.

Main Duties:

- To provide Server and Network infrastructure management
- To Provide desk side support services and Systems Administration
- To provide high levels of service and support as per contracted Service Level Agreement
- To maintain & promote Four Seasons core technology standards and best practices
- Provide 7 x 24 support for mission critical systems

Achievements during my stay at Four Seasons Resort:

- Did the Opening of Four Seasons Resort Mauritius and established its IT Systems
- Implemented the CCTV system which comprises of 50 IP cameras
- Implementation of GPRS for golf carts interfaced with Micros system, players can actually order food and drinks from their carts and get room charged
- Implemented cross posting with Anahita, another property next to Four Seasons Resort, eventually our in house guest can consume at Anahita and gets room charged.

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| July 2005 to October 2007 IT Manager | Ace Training Centre Consultancy and Training |
| November 2004 to June 2005 Project Manager | Secure Information Technology Solutions IT Consultancy |
| March 2002 to October 2004 IT Administrator | Advanced Education Academy Training |

Academic & Professional Trainings

1. Bachelor of Science in Computing and Information Systems (January to December 2001)

Modules covered:

- Communication Systems Management
- Software Engineering Methods and Management
- Advanced Database Management systems
- Decision Support Systems
- Object Oriented Analysis and Design
- Computing Practical Project

2. International Advance Diploma in Computer Studies (January to December 2000)

Modules covered:

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| ▪ Network Environment | ▪ Business Management |
| ▪ Systems Analysis and Design | ▪ Object Oriented Techniques |
| ▪ Software Environment | ▪ Practical Project |
| ▪ Project Management | |

3. International Diploma in Computer Studies (January to December 1999)

Modules covered:

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| ▪ Basic Computer Principles | ▪ Business Systems Development |
| ▪ Computer Programming | ▪ Multimedia |
| ▪ Computing with Mathematics | ▪ Practical Project |
| ▪ Human Communications and Information Systems | |

Professional:

1. G-PON Training (Fibre Optic Networking by Alcatel)
2. Trainer's Certificate from Mauritius Qualification Authority (MQA)
3. Programme Officer's Certificate from Mauritius Qualification Authority (MQA)
4. Manager's Certificate from Mauritius Qualification Authority (MQA)

Referees

Name: **Assad Chatoo**

Actual Position: Group Financial Controller, Allterrain Services Group (ATS)

Work Colleague: **Crystals Beach Resort and Spa**

Email: a.chatoo@yahoo.com

Mobile Number: +230 57030445

Name: **Nico Hallier**

Actual Position: General Manager, Harrods Estates

Work Colleague: **Intercontinental Mauritius Resort**

Email: nbhallier@gmail.com

Mobile Number: 0044 7880171997

Name: **Rudy Periatamby**

Actual Position: Executive Assistant Manager (Resort Manager), Le Meridien

Work Colleague: **Intercontinental Mauritius Resort & Apavou Hotels**

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Thank you